THE GROWING SERVICE SECTOR

SHARE OF SERVICE SECTOR
The percentage share of Service sector in GSVA at current prices for the year 2019-20 is expected to reach at 46.63 per cent.

RAJASTHAN JAN-AADHAAR YOJANA
Hon’ble Chief Minister launched Rajasthan Jan-Aadhaar Yojana, 2019 on 18th December, 2019.

JAN SOOCHNA PORTAL
The Jan Soochna Portal was inaugurated on 13th September, 2019. 136 information of 49 schemes running in 25 departments is available in this portal.

TOURIST ARRIVAL
During the year up to December 2019, 538.26 lakh tourist (522.20 lakh domestic & 16.06 lakh foreign) visited Rajasthan.

OVERVIEW OF SERVICE SECTOR IN RAJASTHAN
Service sector includes various activities ranging from highly sophisticated activities like computer software and telecommunication to a simple service delivered by a plumber. Due to inclusion of myriad set of activities, there is no unique definition of Service sector. According to the National Accounts classification, the service sector incorporates trade, hotels & restaurants, transport, storage and communication, financing, insurance, real estate, business services and community, social and personal services. Service sector has been consistently increasing in Rajasthan's economy as shown in figure 6.1. Gross State Value Added (GSVA) by services at constant (2011-12) prices has increased from ₹1.62 lakh crore in 2011-12 to ₹2.95 lakh crore in 2019-20, registering an increase of 7.82 per cent per annum (CAGR) during this period while at Current Price, GSVA of Service Sector increased from ₹1.62 lakh crore in 2011-12 to ₹4.51 lakh crore in 2019-20 recording an increase of 13.69 per cent per annum (CAGR) during this period.

Share of Services Sector in Rajasthan's GSVA
In 2019-20, service sector with a share of 46.63 per cent in Rajasthan's Gross State Value Added (GSVA) at current price continued to be the largest sector in Rajasthan's economy. There was a slight change in the sectoral composition of GSVA with share of services rising from 45.75 per cent in 2018-19 to 46.63 per cent in 2019-20. There has been a gradual increase in the share of service sector in Rajasthan since 2011-12, except for the year 2016-17. Share of service sector from the year 2014-15 is shown in figure 6.2.
Growth Rate of GSVA by Service Sector at Constant (2011-12) Prices

The growth rate of services has been volatile with a sharp fall in 2015-16 when it fell to around 5 per cent from 7.8 per cent in 2014-15. After 2016-17, there has been a recovery in the growth rate of services GSVA. It increased to 11.55 per cent in 2018-19 and again it declined to 6.89 in 2019-20 as per the advance estimates as shown in figure 6.3.

Composition of Sub-Sectors within Services Sector at Current Prices

Trade, hotels and restaurants has the significant position in service sector in the state of Rajasthan. This may be due to the popularity of the state among the tourists both domestic and foreign. In 2019-20, trade, hotels & restaurants contributed around 28.40 per cent of the GSVA in the service sector, followed closely by real estate and professional services with a share of 23.69 per cent. The share of other services was around 22.31 per cent and of transport, storage and Communication was around 12.38 per cent in the gross state value added of the services sector, while this number was 6.92 per cent for public administration and 6.30 per cent financial services. These shares of different sub-sectors within services sector are provided in figure 6.4.
Change in the share of sub-sectors in the GSVA at current price by services

As regards the contribution of different sub-sectors of Service in the GSVA of Service sector, the share of trade, hotels and restaurants in Service GSVA (at current price) has increased from 27.07 per cent in 2011-12 to 28.40 per cent in 2019-20. The share of other service increased form 15.67 per cent in 2011-12 to 22.31 per cent in 2019-20. In the same time period, there is a decline in the share of transport, storage and communication which declined from 14.14 per cent in 2011-12 to 12.38 per cent in 2019-20. Similarly, the share of financial services declined from 8.44 per cent in 2011-12 to 6.30 per cent in 2019-20 and the share of public administration declined from 9.09 per cent in 2011-12 to 6.92 per cent in 2019-20. Share of sub sector of services from the year 2014-15 to 2019-20 is shown in figure 6.5.
The subsequent section provides a detailed overview on the progress on the various components that play a pivotal role in the growth of Services sector in Rajasthan. These include Tourism and Hospitality Services, Financial Services, Information Technology and Communication and Science and Technology.

**TOURISM**

Rajasthan State is one of the most popular tourist destination in India and has a prominent place on the world tourist map. It has varied tourist attraction for both domestic and international tourists. Some of the Unique Selling Propositions (USPs) of Rajasthan are Luxury Trains (Palace-on-Wheels), Forts, Palaces and Havelies, Fairs and Festivals, Handicrafts, Heritage Hotels, Adventure Tourism, Rural and Eco-Tourism, Religious Tourism and Temple Architecture, Classical Music and Folk Dance etc., which attract tourists in the state and generate direct and indirect employment and revenue for the State.

Significant efforts are being made by the State Government to develop tourism in the State, since it has immense potential to generate employment and income for the people of the Rajasthan. During the calendar year 2019, the number of tourist visits in Rajasthan was 538.26 lakh (522.20 lakh domestic visits and 16.06 lakh visits by foreigners).

**Important Achievements:**

The key achievements of the state in tourism are highlighted below.

- In October, 2019, Tourism Department has signed an agreement with UNESCO for the Project Promoting Intangible Cultural Heritage and Developing Cultural Tourism in Jodhpur, Barmer, Jaisalmer and Bikaner districts in Rajasthan. Under this project 10 Cultural Spots will be developed.
- Tourism Department is advertising its activities at national & international levels through various media for effective marketing of the state tourism.
- A project for development of Ecological Park has been Sanction at a total cost of ₹15 crore in Laxmangarh (Sikar).
- A project of Light and Sound with an outlay of ₹90 lakh has been sanctioned to make the people acquainted with the life of Swami Vivekananda. This project is being developed at Ajit Museum, Fateh Vilas, Khetari (Jhunjhunu).
- To disseminate the knowledge of historical places to tourists, Sound and Light show would be developed at 9 historical places, namely, Sambhar Salt Complex, Jai Niwas Garden (Jaipur), Machkund (Dholpur), Sanwaliya Seth (Chittorgarh), Kumbhalgarh Fort (Rajsamand), Chittorgarh Fort, Meera Bai Smarak (Merta),
Pratap Gaurav Kendra (Udaipur) and Gadisar Talab (Jaisalmer).

- A proposal for development of wildlife circuit project in the state with an estimated cost of ₹48.03 crore is under consideration with Ministry of Tourism, Government of India.
- For tourism development of the tribal areas tribal circuits project amounting to ₹61.35 crore has been sent to Ministry of Tourism, Government of India for consideration under Swadesh Darshan Scheme. The tribal circuit includes Udaipur, Pratapgarh, Banswara and Dungarpur districts.
- During the year 2019-20 (upto December, 2019), an amount of ₹811.73 lakh has been incurred for tourism development works.

Awards

- Lonely Planet Magazine India Award in category of "Lonely Planet Travel Award for Best Destination-Culture (Indian) for 2019" at Mumbai on 7th May, 2019.
- Lonely Planet Magazine India Award in category of "Best Destination for Indulgence (Indian) for 2019" at Mumbai on 7th May, 2019.
- "Best Destination Award" by the Pacific Area Travel Writers Association (PATWA) on 30th August, 2019 in New Delhi.
- "Best wedding Destination” in India was awarded to Rajasthan by Travel and Leisure India 2019.

CULTURE

Jawahar Kala Kendra

Jawahar Kala Kendra (JKK) aspires to be a centre of national and international excellence in the field of literature and the performing visual arts. Since its inception, promotion and presentation of folk, traditional and classical genres of theatre, music, dance and visual arts. With the renovation of Jawahar Kala Kendra (JKK), the thrust of the programming at Jawahar Kala Kendra (JKK) is towards regular high quality curated events which will include both classical and contemporary forms across all genres of above mentioned art forms.

There are three main heads under which program occur, namely Literature, Visual Arts and Film and the Performing Arts, which include theatre, music and dance.

Literature (Library)

Jawahar kala Kendra (JKK) houses a library stocked with 20 thousand volumes and subscribes art journals. In recently renovated JKK, a new General Section and Children's Section have been established for encouraging the literary activities. In order to make library live with literary activities Children literature festival, Story telling events, poetry recitals, book release, seminars are being organized on regular basis. In 2019, Jawahar Kala Kendra (JKK) has organised Junior Summer Camp, Literature Symposium, Gandhi Nehru Sammawad, Dastagoi, Seminar on Urdu Poetry, seminar and lecture on Indira Gandhi and Sardar Vallabhbhai Patel and seminar on the occasion of 130th birth anniversary of Pt. Jawahar Lal Nehru.

Visual Art and Film

Jawahar Kala Kendra (JKK) has renovated the galleries in order to make it at par with international standards. Jawahar Kala Kendra (JKK) has organized an exhibition on the occasion of its foundation day, namely - Nirant, Vrisa exhibition from 10th July to 21st July, 2019, Photography workshop from 9th July to 11th July, 2019, Celebrating Indian Language - The Learning Curves International Painting Exhibition, Calligraphy workshop from 6th December to 8th December 2019, Gond Art Workshop from 10th December to 12th December, 2019 and Paper Machie workshop from 13th December to 17th December, 2019 during the year 2019-20.

Performing Arts (Theatre, Music and Dance)

Junior Summer Camp for children was organized in 2019 in order to provide training to the budding artists. Many classical performances organised on occasion of Jawahar Kala Kendra (JKK) Foundation day celebration-like Nirant from 8th April to 10th April, Mistical Forest Ballat on 13th July, Odissi Dance Performance on 14th July, Chaar Bent on 19th July, Sumiran Bajan Sandhya from 1st August to 3rd August, Kathak Workshop-cum-Performance from 16th
August to 20th August, Lokrang from 11th October to 20th October, Jog - Jazz Music recital on 2nd November, Black & White on 3rd November, Surtaal from 12th November to 14th November, Women Band from 24th November to 27th November, Kathak Ballat from 1st December to 4th December and Vividha from 16th December to 20th December were organized during the year 2019-20.

Theatre – JKK hosted a four-day program 'Yuva Natyotsav' in Goa from 26th to 29th June in order to engage Goans to enjoy Hindi theatre and has also conducted several other performances such as 'Totochan' play on 2nd June, 'Gandhi Se Mahatma' film screening on 23rd June, 'Galib' in Delhi on 21st July, 'Light Designing' workshop from 21st to 25th July, 'Set Designing' workshop from 17th to 23rd August, 'Natyara Festival' from 25th to 29th August, 'Mime Festival' from 5th to 7th September, 'Lok Natya Samaroh' from 18th to 20th September, 'Pakshik Natak' between 4th and 25th October, 'Ramayan Natya' performance on 1st November, 'Bibiyon ka Madarsa' on 8th November, 'Mohan Se Mahatma' play from 10th to 11th November, 'Puddattam Natya' workshop from 11th to 17th November, 'Pagal Ghar' play on 21st November, 'Jairangam' from 22nd to 29th November, 'Pakshik Natak' on 6th December, 'Story Writing' workshop from 25th to 29th December, 'Hasya Natya Samaroh' from 25th to 29th December, During the year 2019-20. During the year 2019-20, an Expenditure of ₹422.12 lakh has been incurred against the allocation ₹706 lakh (including capital head).

ARCHAEOLOGY AND MUSEUMS

The Department of Archaeology and Museums, Rajasthan, has been making concerted efforts to discover, preserve, protect, exhibit and interpret the cultural legacy embodied in various forms of art and architecture.

During the year 2019-20 (up to December, 2019), an amount of ₹1042.39 lakh has been incurred on completed and ongoing works. During the year 2019-20, works related to conservation and restoration were carried out in the following monuments –

- Under the fund, sanctioned through Department of Archaeology and Museums, development works at following sites have been completed:-
  - Malkot Fort Merta (Nagaur), ancient group of temples- Osian (Jodhpur), Harsh Devals Shiv temple- Bilara (Jodhpur), Sun Temples-Budhadeet (Kota), ancient durg Mandalgarh (Bhilwara), Sethani ka Johra - Churu, Minarayukt Koop Butiya (Churu) and Vishnu Temple krishnaivad (Udaipur).

- Under the fund, sanctioned through Department of Archaeology and Museums, development works at the following sites are under process :-
  - In Kishori Mahal, Kumher Mahal (Bharatpur), Math and Mandir-Chandresal (Kota), Chaneri-Paneri Devalaya (Jhalawar), Ramgarh Kila (Baran), Jal Mahal - Khumher (Bharatpur), Group of temple - Awan (Kota), Group of temple - Kiradu (Barmer), Devtao ki Sal - Veerion Ki Dhalan and Ravan Ki Chavri - Mandor (Jodhpur).

During the Year 2019-20 (upto December, 2019), an amount of ₹288.22 lakh has been incurred on above said completed and ongoing works.

- Under the fund, sanctioned through Department of Tourism, development works at following sites have been completed:-
  - Singi Sarower-Didwana (Nagaur), Chhatries at Company Bagh (Bharatpur), Kuldhara (Jaisalmer), Sambrar (Jaipur), Baithe Hanumanji (Karauli), Dundheshwar Dham - Gangapur city (Sawimidhpur), Timangarh Fort (Karauli), Sunehri Kothi (Tonk), Battish Khambon ki Chhatries Mandal (Bhilwara), Rana sanga Panorama khanwara (Bharatpur), ancient Mohansagar Sarower-Muhana (Jaipur), Shree Jagdish Dham-Kemri (Karauli), Kalpvriksh-Mangliawas (Ajmer), Amar Singh Rathore ki chhatrie (Nagaur), monuments situated in Kaman region (Bharatpur) and Nahargarh Fort (Jaipur).

- Under the fund, sanctioned through Department of Tourism, development works at the following sites are under process :-
  - Gianmora (Nadoti) Karauli, Rangma Talab (Karauli), Shikhar Mahal (Karauli), Shree Pabuji Temple-Kolhu (Jodhpur), Deonarain temple-Sawaimala (Ajmer), Lakshmi Rani Mahal-Bharatpur, Muchkund (Dholpur), Buddhist Monastery Site at Viratnagar (Jaipur), Shree Samod Balaji (Jaipur), Ghat Ke Balaji (Jaipur),
Bhande ke Balaji (Jaipur) and Gagron Fort (Jhalawar).

- During the year 2019-20, an amount of ₹513.90 lakh has been allocated from state fund and ₹500 lakh has been allocated through central fund. Out of the allocated fund for tourism, ₹337.13 lakh has been spent from the state fund and ₹394.56 lakh has been spent from central fund upto December, 2019.

- Under the State fund sanctioned through Devasthan Department, the conservation and restoration works at Ganga Mandir (Bharatpur), Laxman Mandir (Bharatpur) and Sun temple (Jhalawar) were taken up. The conservation and restoration works at Keshorai Temple- Kesav Rai Patan (Bundi) are under process.

- During the Year 2019-20 (upto December, 2019), an amount of ₹22.48 lakh has been incurred against the sanctioned amount of ₹58.97 lakh.

**DEVASTHAN DEPARTMENT**

Devasthan Department is engaged in protection and promotion of religious culture. 390 state direct charge and 203 state self-sufficient temples and institutions are managed directly by the department.

**Following schemes are being run by the Department:-**

- **Repair, renovation and development works:-** Out of 9 repair, renovation and development works, 2 repair, renovation and development works completed and 7 works are under progress. During the year 2019-20, upto December, 2019, ₹132.78 lakh has been utilized against total available fund of ₹717.95 lakh.

- **Assistance to the temples run by the trusts:-** During the year 2019-20, upto December, 2019, ₹50 lakh has been utilized against total available ₹321.40 lakh. Out of 8 capital assets works identified, 1 work completed and 7 works are under progress.

- **Senior Citizen Tirtha Yatra Yojana and Sindhu Darshan Yojana :-** Under this scheme, free travel and Darshan facility is being provided to senior citizens of the state to different places of the country such as Rameswaram, Jagannathpuri, Vaishno Devi, Shirdi, Dwarkapuri, Tirupati, Kamakhya, Ujjain, Varanasi, Amritsar, Shravanabelagola, Samande shikher, Bihar Sharif, Goa, Haridwar, Kochi, Lucknow etc. during the year 2019-20. Pilgrimage to Pashupatinath temple of Kathmandu (Nepal) has also been included in this scheme. During the year 2019-20 (upto December, 2019), a total of 4,120 (by train 3,826 and by air 294) pilgrims travelled to various places of pilgrimage.

- **Kailash Mansarover Tirtha Yatra Yojana:-** Under this scheme financial assistance of ₹1.00 lakh is given to pilgrims of the state for travelling to Kailash Mansarover. During the year 2019-20, provision of ₹100 lakh has been made.

**FINANCIAL SERVICES**

**Banking**

Financial institutions play an important role in economic development of the States through mobilization of deposits and credit disbursement from/to various sectors. In order to supplement planned financing, the Government has started to tap the facility of institutional finance from banks and other lending institutions for financing developmental programmes in the State.

Credit through banks is an important source of investment for development in the State. Various credit-based programmes like National Rural Livelihood Mission, National Urban Livelihood Mission, Deen Dayal Antyodaya Yojana (DAY), Prime Minister Employment Generation programme and schemes for development of SC/STs and other poverty alleviation programmes are being implemented for the development of the weaker/marginalized sections of the society with the involvement of the banks. The banks including the Regional Rural Banks, have helped in execution of various rural development schemes by providing credit support and thus aiding in fulfilling the national objective of upliftment of the weaker sections.

The comparative data of bank offices, their deposits and credits in Rajasthan vis-a-vis country level, as on September, 2018 and September, 2019 are presented in table 6.1.
### Table 6.1 Comparative data of Bank Branches, Deposits & Credits

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Item</th>
<th>Rajasthan</th>
<th>India</th>
</tr>
</thead>
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<tr>
<td></td>
<td></td>
<td>September, 2018</td>
<td>September, 2019</td>
</tr>
<tr>
<td>1</td>
<td>Regional Rural Banks</td>
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<td></td>
</tr>
<tr>
<td>(a) No. of Offices/ branches</td>
<td>1536</td>
<td>1560</td>
<td>21704</td>
</tr>
<tr>
<td>(b) Deposits (₹Crore)</td>
<td>24699</td>
<td>28645</td>
<td>397220</td>
</tr>
<tr>
<td>(c) Credit (₹Crore)</td>
<td>18043</td>
<td>20359</td>
<td>266355</td>
</tr>
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<td>2</td>
<td>Foreign Banks</td>
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<td></td>
</tr>
<tr>
<td>(a) No. of Offices/ branches</td>
<td>6</td>
<td>6</td>
<td>285</td>
</tr>
<tr>
<td>(b) Deposits (₹Crore)</td>
<td>694</td>
<td>831</td>
<td>512882</td>
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<tr>
<td>(c) Credit (₹Crore)</td>
<td>1009</td>
<td>897</td>
<td>388574</td>
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<td>Private Sector Banks</td>
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<td>26000</td>
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<td>(b) Deposits (₹Crore)</td>
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<td>(c) Credit (₹Crore)</td>
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<td>4</td>
<td>Public Sector Banks *</td>
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<td>(c) Credit (₹Crore)</td>
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<td>Small Finance Banks</td>
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<td>(a) No. of Offices/ branches</td>
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<tr>
<td>(b) Deposits (₹Crore)</td>
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<td>7160</td>
<td>22796</td>
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<tr>
<td>(c) Credit (₹Crore)</td>
<td>9849</td>
<td>14301</td>
<td>40159</td>
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<td><strong>Total</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All Scheduled Commercial Banks</td>
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<td>7491</td>
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</tr>
<tr>
<td>(a) No. of Offices/ branches</td>
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<td>11850182</td>
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<td>(c) Credit (₹Crore)</td>
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<td>315149</td>
<td>9057987</td>
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</table>

Note: * includes SBI & Associate and Nationalized Banks.

It is observed from the table 6.1 that the total deposits and credits have increased in September, 2019 in comparison to previous year September, 2018 in Rajasthan. The deposits have increased by 11.97 per cent in Rajasthan in September, 2019 over the same period in previous year while this increase was 10.05 per cent at national level. The credit-deposit ratio for all scheduled commercial banks was 78.31 per cent in Rajasthan and 75.62 per cent at all India level, as on September, 2019, while the same was 74.43 per cent in Rajasthan and 76.44 per cent at all India level in September, 2018. Total credit in Rajasthan upto September, 2019, over the same period of last year has increased by 17.80 per cent while it has increased by 8.88 per cent at the all India level. One bank branch in Rajasthan is catering to the needs of 10,204 persons on an average, as per estimated population of 764.4 lakh (as on 2019) and covers an average area of 46 square kms. of the State.

**Digital Payment**

Services for cash/financial transactions at service-points in districts, panchayat samiti and gram-panchayats are available in the State. To enable such transactions 70,892 (upto November, 2019) kiosks/e-mitra/micro ATMs have been set up.

E-Mitra is a multi-service, single-window network for providing governmental information and services to the citizens. Further, Mobile Wallets such as PayTM, and m-pesa have been integrated to provide mobile payment facility to the beneficiaries.

**Business Correspondent**

Financial Inclusion is the process of ensuring access to financial services and timely and adequate credit to
the needy and vulnerable groups such as weaker sections and low-income groups at an affordable cost, if any. Financial Inclusion goes much beyond the opening of bank accounts and incorporates financial services such as credit, saving, insurance, remittance facilities, financial counselling and advisory services by the formal financial system at the door step of the poor. Banks are providing banking services through brick and mortar branches, banking outlets and business correspondents under financial inclusion in the state. Currently more than seventy thousand E-mitra Pay Points and 18,000 Business Correspondent (BCs) are working in the State.

**Stand Up India Scheme**

Stand up India scheme was envisaged for promoting entrepreneurship among SC/ST and women entrepreneurs. The overall intent of scheme is to leverage institutional credit structure to reach out to the underserved of the population by facilitating bank loans between ₹10 lakh and ₹1 crore which is repayable in upto 7 years for green field enterprises in non-farm sector set up by SC/STs and women entrepreneurs.

To facilitate operation under the scheme Small Industries Development Bank of India (SIDBI) has set up a web-portal (http://www.standupmitra.in) with a view to promote wider propagation of the scheme and address any queries.

Under the scheme, ₹13,642 lakh has been sanctioned to 40 beneficiaries and ₹1,212.15 lakh has been disbursed upto 31st December, 2019.

**Others**

- Under the scheme “Pradhan Mantri Jan-Dhan Yojana (PMJDY)” in Rajasthan 2.66 crore accounts have been opened and Aadhaar seeding of 86.18 per cent accounts have been completed upto 31st December, 2019.
- In the State under the “Pradhan Mantri Jeevan Jyoti Bema Yojana (PMJJBY)”, a total of 22.06 lakh persons and under “Pradhan Mantri Suraksha Bima Yojana”, a total of 72.09 lakh persons have been enrolled upto 31st December, 2019.
- Atal Pension Yojana (APY) is a pension scheme with focus on workers of the unorganized sector. The minimum age of joining APY is 18 years and maximum age is 40 years. Under the scheme, guaranteed minimum pension of ₹1,000 per month is given after attaining the age of 60 years contingent on contribution by the subscriber. In the state, under this scheme, total of 8.33 lakh persons have been enrolled upto 31st December, 2019.
- Progress of Disbursement made under Pradhan Mantri Mudra Yojana (PMMY) through banks, Non-Banking Financial Company (NBFC) - Micro Finance Institutions and Non-Banking Financial Companies in the Rajasthan, During the year 2019-20, upto 20th December, 2019 is as following in table 6.2.

**INFORMATION TECHNOLOGY AND COMMUNICATION**

**Important Schemes / Programmes of the Department**

- **Jan Soochana Portal:** In order to provide information of government services to the citizens in an accessible, transparent and reliable manner, the portals related to various projects are currently being developed, based on the suggestions received from the concerned department. In this endeavor, the Jan Soochana Portal was inaugurated on 13th September, 2019. Jan Soochana Portal has been created by the department to provide information about all the schemes implemented by the government in one place, which will be updated from time to time. Jan Soochana Portal has been made available 136 information of 49 schemes running in 25 departments.
- **UID (Aadhaar):** Under Government of India's project, a 12 digit number is being provided to all the citizens which is referred as Unique Identity Number. This number is used to avail all the services provided by the Government Departments.
- **Rajasthan Startup:** As part of State Government's mandate to give a thrust to the state's startup sector, several initiatives have

<table>
<thead>
<tr>
<th>Table 6.2 Progress Pradhan Mantri Mudra Yojana</th>
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<tr>
<td>Category</td>
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<td>----------</td>
</tr>
<tr>
<td>SHISHU</td>
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<tr>
<td>KISHORE</td>
</tr>
<tr>
<td>TARUN</td>
</tr>
<tr>
<td>TOTAL</td>
</tr>
</tbody>
</table>
been implemented. The iStart Portal (iStart.rajasthan.gov.in) works as a single window for startups. Additionally, Challenge for Change, Rajasthan Stack, QRate ranking mechanism and an incubator, iStart Nest (Jaipur, Kota and Udaipur), are also made available to the State's Startups.

- Rajasthan Sampark Portal: Rajasthan Sampark Portal is being used as centralized grievance redressal platform. Add-on modules like - mobile app, reality check module, GIS integration and applications like advance data analytics have been developed and implemented for enhanced user experience. Reality check module with Automatic Speech Recognition (ASR) functionality has been integrated with Rajasthan Sampark Portal. A new toll free number (181) for the CM Helpline has been activated.

- Video Walls: Video Walls have been setup in each Panchayat Samiti of the State for broadcasting various Government initiatives and audio-video streaming of live events for the residents.

- Video Conferencing: Rajasthan Sampark Centers with video conferencing facility has been established under Bharat Nirman Rajiv Gandhi Sewa Kendras in all blocks and gram panchayats.

- RajNET: Integrated network solution for connectivity upto Gram Panchayats have been provided through Rajasthan State Wide Area Network (RajSWAN). Under this project, video conferencing facility (VC room) is being provided at District Collectorate and Block Level. Upto Gram Panchayat level, low bandwidth enabled video conferencing facility are made available. IP Phones were distributed to Gram Panchayats.

- Wi-Fi facility: Wi-Fi facility has been provided in all departmental headquarters and district headquarters. Wi-Fi facility has been provided to Rajiv Gandhi Service Center and 5,161 Gram Panchayats.

- Geographical Information System (GIS): GIS based Decision Support System is in place where 38 GIS based applications for different Departments have been hosted. Work of 3D GIS Model for Jaipur has been started. 3D City Platform has been deployed in Data Center.

- E-Mitra: Presently more than 500 services of government departments/private organisations are being provided electronically through more than 70,000 e-mitra Kiosks to the citizens of the State. Simultaneously, integration of payment facility of utility bills through mobile application has also been started.

- E-MitraPlus: eMitraPlus is a revolutionary step ahead in eService delivery. It provides the services directly, without any human interface, just as an ATM. eMitraPlus is the first of its kind in India. Citizens can apply for government documents like birth certificate, domicile certificate etc. and get it printed through in-built printer. It allows multiple payment modes such as cash, debit/credit card, net banking. eMitraPlus is enabled with video conferencing facility for registering their feedback and problems directly to the officials. Besides urban area, these Kiosks are also available at rural areas of the state. More than 13,961 eMitraPlus Kiosks have been installed.

- Raj-Payment: It is a payment facility for individual/firms, which can be used by any organization as plug-in for disbursement of payment.

- Raj e-Sign: The facility to make available legally valid digitally signed certificates has been launched. The certificates can be applied for and obtained through Internet from home/ single window/ kiosk. Certificate like caste, income, solvency are being issued through this facility. The application is being enhanced to issue other digitally signed certificates, licenses etc.

- State Portal: Single source of information/ transactional governmental services for citizens, government users, businesses and overseas people. It is linked with web-portals of all departments.

- eSanchar and iFact: eSanchar is an application that can be linked with any departmental application for sending event based notifications to applicants/beneficiaries as well as officials through S.M.S/Voice Message/Structure queries. iFact is being used through Rajasthan Sampark for reality check.

- State Master Centralised Data Hub: Master data hub to provide all types of master data required by client applications of various departments. It contains varied data ranging from geographical hierarchies to various kind of master data being used in departmental applications.
• **Capacity Building in Government Offices:**
  - To ensure the success of IT enablement of government departments, IT trained manpower is required. To achieve this goal, DoIT&C has trained government officers/officials.

• **Reimbursement for Indira Gandhi National Open University's courses:**
  - With a view to encourage IT skill development in Government sector, Government of Rajasthan has decided to reimburse the fees, as per the guidelines issued by the State Government, to government personnel who has successfully completed MCA, BCA and Certificate courses in IT.

• **Rajasthan Knowledge Corporation Limited (RKCL):**
  - RKCL has been set up in the State with an aim to provide IT education in remote rural areas of the State thus bridging the digital divide and providing a solution to the last mile connectivity issue. RKCL’s ‘RS-CIT’ has been approved by Government of Rajasthan and after due approval of the Government orders for reimbursement of fees to Government employees have also been issued.

• **State Data Centre (SDC):**
  - State Data Centre provides effective electronics service delivery of various services, to enable various state departments and enterprises to host their services/application on a common infrastructure.

• **Hindi e-mail:**
  - Rajasthan is the first and the only State to provide vernacular e-mail in Hindi to its residents. The domain is @rajasthan.gov.in

• **Rajasthan Recruitment Portal:**
  - It is a single platform for recruitment of Government of Rajasthan. Applicant can apply online from any part of the country.

• **Single Sign on (SSO):**
  - All the departmental applications has the facility of single sign on. This facility enables all the functionaries to access multiple applications post single-sign. All applications of the department can be linked to SSO.

• **Command & Control Center (ABHAY):**
  - Command and Control Centre for integrated solution on GPS and CCTV based security has been set up at 7 divisional headquarters and 28 districts (Ajmer, Alwar, Banswara, Baran, Barmer, Bharatpur, Bhilwara, Bikaner, Bundi, Dausa, Dholpur, Dungarpur, Hanumangarh, Jaipur, Jodhpur, Jalore, Jaisalmer, Karauli, Kota, Nagaur, Pali, Pratapgarh, Sikar, Sirsi, Shri Ganganagar, Tonk, Udaipur and Jhunjhunu). Works are in progress in the remaining districts. This project covers:-
    - Video Surveillance System
    - Dial 100 Control System
    - Forensic Investigation System
    - Intelligent Traffic Management System
    - Vehicle Tracking System
    - Geographical Information System

**Awards**

Department of Information Technology & Communication has been awarded with following awards during the year 2019 for various projects:

- Raj Masters-Centralized Master Data Hub -
  - Skoch of Merit award 2019
  - Indian Express Techsabha award 2019
  - eGovernance Now award 2019

- e-Bazaar
  - Skoch of Merit award
  - IMC Digital Technology Award

- WS & APS
  - Finest India Skills and Talent (F.I.S.T.) Awards 2019 under innovation product of the year

- eSign CA Solution
  - eGovernance Now award 2019

- RTI
  - Skoch of Merit award

**RAJASTHAN JAN-AADHAAR YOJANA**

In order to fulfill the objective of ‘one number, one card and one identity’, Hon’ble Chief Minister of Rajasthan has announced "Rajasthan Jan-Aadhaar Yojana" in the modified budget speech 2019-20. The scheme is aimed at integration of various schemes of public welfare benefits so that the benefits of the public welfare can be delivered to the beneficiaries in simple, accessible and transparent manner. It was also announced in the speech that an independent Jan-Aadhaar Authority will be constituted for the implementation of the Scheme. State-wide network of e-Mitra project is also expected to be brought under the Authority.
In order to implement the budget announcement, Hon'ble Chief Minister launched Rajasthan Jan-Aadhaar Yojana, 2019 on 18th December, 2019. The main objectives of the scheme are:

- To create a demographic and socio-economic database of the resident families of the state and to provide them "one number, one card and one identity" which can be recognised as Proof of Identity and Proof of Address for all the families and their members.
- To ensure direct benefit transfer (DBT), the cash benefits are to be transferred to the bank account to the beneficiaries and non-cash benefits are to be provided through Jan-Aadhaar or Aadhaar authentication.
- To extend the facilities of e-commerce and insurance benefits near by door-step of the residents, especially in the rural areas, besides extending direct benefit transfer of public welfare schemes.
- To bring the e-Mitra system of the state under the jurisdiction of Rajasthan Jan-Aadhaar Authority for its better control and execution.
- To bring all the demographic registrations (viz. Birth, Death, Marriage, Aadhaar etc.) under the Rajasthan Jan-Aadhaar Authority for continuous updation of population status and maintaining a real-time census of the state.
- To promote women empowerment and financial inclusion.
- To ascertain eligibility of the residents of the state for receipt of the benefits and services of the public welfare schemes.

Implementation of the Scheme:

- All the resident families of the state are eligible for Jan-Aadhaar Card. The registered families are going to be provided with a 10-digit unique family ID and each member of these families, including the head of the family, will be provided with 11-digit unique individual ID.
- Under Jan-Aadhaar Scheme, the benefit transfer of schemes such as PDS, MGNREGA, SSP, Ayushman Bharat Mahatma Gandhi Rajasthan Swasthya Bima Yojana, JSY etc. are being commenced.
- Administrative set up for implementation the Rajasthan Jan-Aadhaar Yojana is as below:

  - **At the State Level** - Planning Department is the administrative department of Rajasthan Jan-Aadhaar Yojana and Director-cum-Joint Secretary, Directorate of Economics and Statistics (DES) is the Budget Controlling Authority. RISL is the implementing agency for this scheme.
  
  - **At the District Level** - District Collector is the district Jan-Aadhaar Yojana officer, the DD/AD, Economics & Statistics is the additional district Jan-Aadhaar Yojana Officer and ACP (DD) of DoIT & C is the additional district Jan-Aadhaar Yojana Officer (Technical).
  
  - **At Block Level** - SDM is the block Jan-Aadhaar Yojana Officer, the BDO/BSO is the additional block Jan-Aadhaar Yojana Officer and Programer of DoIT & C as additional block Jan-Aadhaar Yojana Officer (Technical).

- For the effective implementation of the Jan-Aadhaar Yojana, an independent Jan-Aadhaar Authority is being constituted for which the "Rajasthan Jan-Aadhaar Authority Ordinance, 2019" has already been passed by the state cabinet and has come into effect from 18th December, 2019.
- Along with Jan-Aadhaar registration, the following registrations will also be done under the Jan-Aadhaar Authority:
  
  - Birth and death Registration
  - Marriage Registration
  - Aadhaar Registration

As per the data stored in the Jan-Aadhaar Resident Data Repository, the current status is as follows in table 6.3.

<table>
<thead>
<tr>
<th>S. No.</th>
<th>Particulars of data</th>
<th>Status as on 31st December, 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Total Enrolled Families</td>
<td>1.74 crore</td>
</tr>
<tr>
<td>2.</td>
<td>Total Enrolled Individuals</td>
<td>6.47 crore</td>
</tr>
<tr>
<td>3.</td>
<td>Total Number of Transactions (Cash and Non-Cash)</td>
<td>71.29 crore</td>
</tr>
<tr>
<td>4.</td>
<td>Total Cash benefit transacted through DBT</td>
<td>₹ 31254 crore</td>
</tr>
</tbody>
</table>
SCIENCE AND TECHNOLOGY

The Department of Science and Technology (DST) was established in the year 1983 to develop scientific temper in the society and to uplift the socio-economic status of the masses especially in the rural areas and the weaker section of the society with the input of science and technologies.

The Department of Science and Technology coordinate with other departments for Socio-economic development of the state and application of science and technology for purposeful usage in different programmes as well as the inclusion of science and technology in policy of the State. Various programmes and activities of the department are executed through well-established regional offices located at Ajmer (Headquarter Jaipur), Bikaner, Kota, Jodhpur and Udaipur. In addition remote sensing activities are being undertaken by State Remote Sensing Application Centre (SRSAC), Jodhpur.

Major Programmes/Schemes

State Remote Sensing Application Centre (SRSAC), Jodhpur: The centre has been working on generating information consisting of temporal and spatial data to create information system on natural resources of the state. It also conducts short term and long term experimental and operational remote sensing studies to map, exploit and manage various natural resources such as soil, water, forest, agriculture, minerals etc.

Research and Development Division: To promote application-oriented research in the field of science and technology, assistance is provided to academic institutions and professional bodies under different activities of the division. The major schemes are: Assistance to Research and Development projects and workshops/seminars/conferences and travel grant student Projects.

Science and Society Division: The broad objective of the programmes related to Science and Society Division is to provide technology-based intervention for overall development of the state through optimal utilization of the resources. Efforts are being made to cover a few priority areas in which science and technology could be utilized for the achievement of socio-economic objectives. The major schemes of this division are pilot/special projects on appropriate technology, Science and Technology Resource Centre and Science and Technology for Woman, Technology Day Celebration and Technology Demonstration and Training Centre.

Entrepreneurship Development Division: The major schemes of this division are Entrepreneurship Awareness Camps, Entrepreneurship Development Programme and Skill Development Programmes. Efforts are also in Progress for supporting entrepreneurship activities at school level. In order to facilitate innovations at school level Start-up Boot Club Govt. Model Schools has been initiated.

Bio Technology Division: To create an eminent position of Rajasthan in the field of Biotechnology, the Government of Rajasthan had announced 'Rajasthan Biotech Policy' in the year 2015. Department of Science and Technology has taken stride by creating awareness in related biotech fields through various workshops, seminars and awareness programs, promotion and execution of the major and minor projects. The vision of DST in field of biotechnology is to create BT (Biotech) based economy, assure benefits of biotechnology to all sections of the society and promote entrepreneurship and help creating BT industries in the state. Center for Integrative programs have been setup under Biotech policy.

Science Communications & Popularization Division: The major schemes of this division for popularization of Science are Programmes and Activities of popularization of science, Contest Programme, Science Club, National Science Day, Children's Science Congress, School Science Centre, Science Centres and Science Parks in Rajasthan.

Patent Information Centre: Patent Information Centre (PIC) has been established in 1998 as a joint project of Technology Information, Forecasting & Assessment Council (TIFAC), Department of Science and Technology, Government of India and Government of Rajasthan, to create awareness on Intellectual Property Rights (IPRs) and facilitate filling of patents from the region. Start-up has been provided opportunities to work upon business idea in the field of Rural and Biotechnology in Government Model School through Technology Business Incubator (TBI).

Following activities were executed during the year 2019-20:

- Recording of lectures of subject experts (for competitive exams) are being done under competition skilled programme.
- Geo reference of 100 tehsils of state has been prepared by SRSAC.
- Ground water quality map has been prepared for entire state under Rajeev Gandhi Drinking Water Mission.
- 1:50000 scale mapping for entire state has been done under 'land-use land-cover project'.
To encourage science journalism in the state, workshop for journalists, researchers, students of journalism and public communication was organized at Jaipur from 21st November to 22nd November, 2019.

To encourage women researchers for patent and intellectual property right, state level workshop was organized at Jaipur during 29th-30th November, 2019.

Free classes of maths and science started in November, 2019 for students of class 10th through SATCOM.

During the financial year 2019-20, an expenditure of ₹431.79 lakh has been incurred upto December, 2019.

Department has obtained administrative approval to give training to new license applicants on simulator in Traffic Park of Regional Science Centre of Department.

RAJASTHAN FOUNDATION

Rajasthan Foundation was established on 30th March, 2001 with objectives of facilitating continuous communication and interaction to motivate the diaspora for increasing their participation in the development activities of the state and for connecting their roots with their motherland. The chairman of Rajasthan Foundation is Hon'ble Chief Minister of Rajasthan.

The Rajasthan Foundation is having a close and continuous interaction with NRRs in various cities of India and abroad and to initiate activities in social sector, it has opened chapters in different cities, namely, Chennai, Coimbatore, Kolkata, Surat, Mumbai, Bangaluru, Ahmedabad, Hyderabad, Indore, London, New York and Kathmandu. These chapters hold regular meetings with the Executive Committee of the chapters and to enroll new members.

Rajasthan Foundation is publishing a bilingual (English and Hindi) quarterly newsletter, which is widely circulated within and outside the country to NRRs/NRIs. Through this publication, NRRs are apprised of various developmental steps taken by the State. In this series the latest issue of the Rajasthan Foundation Newsletter January, 2020 has been published.

Interacted with NRRs in view of furtherance of the objectives of Rajasthan Foundation and to form / reconstitute the executive committees of the various chapters. In this context, visits to Mumbai, Pune, Surat, Ahmedabad, Chennai, Madurai and Kolkata were conducted from September to December, 2019 and held interactive meetings with the prominent Rajasthani diaspora of these areas.

Rajasthan Foundation also apprised the NRRs of different projects / schemes /policies of the State Government and acted as facilitator for solving the problems of the NRRs.

PLANNING (MANPOWER) DEPARTMENT

The main responsibility of the department is to have a system of off-line registration of Unemployed Degree Engineers and Diploma Holders, who are bonafide residents of Rajasthan. During the year 2019-20 (upto December, 2019), 26 unemployed degree engineers and diploma holders were registered. Presently, total 4,680 degree Engineers, 5,105 diploma holders and 36 non-technical persons have been registered in the department.

Planning (Manpower) Department is also responsible for publishing District Gazetteers in phase manner. In first phase, District Gazetteers updation / preparation work of Jodhpur, Alwar, Banswara, Karauli, Pratapgarh and Hanumangarh districts have been started.

During the year 2019-20, revise Budget provision of ₹304.33 lakh has been approved for the department, out of which an expenditure of ₹194.53 lakh has been incurred upto December, 2019.

EVALUATION ORGANISATION

Evaluation is an integral part of planning process through which necessary recommendations are suggested by evaluating implementation, effect, success and failure of developmental programmes which are carried out in the State. During the Year 2019-20 (upto December, 2019), 13 evaluation reports were submitted to State Government and 20 Evaluation reports of different schemes under process at various stages for publication.